

REMARKS/ARGUMENTS

Claims 1, 5, 7, 21-28, and 30-32 are pending in the application and are finally rejected. By this paper, it is proposed to amend claim 1, 5, 21 and 27 in order to put the application into condition for allowance or to narrow the issues for appeal. Entry of these amendments and reconsideration of the application is respectfully requested.

A. 35 U.S.C. §112

In the Office Action mailed Marcy 20, 2007, claims 27 was rejected under 35 U.S.C. § 112 as having insufficient antecedent basis for the term “the CSR.” “[T]he CSR” has been corrected to “a Customer Service Representative (CSR).” Accordingly, withdrawal of the rejection under 35 U.S.C. § 112 is respectfully requested.

B. Allowable Subject Matter

In the Final Office Action mailed Marcy 20, 2007, the examiner stated that claims 6 and 29 would be allowable if rewritten in independent form and including all of the limitations of the base claim and any intervening claim. Accordingly, claim 1 has been rewritten to include the limitations set forth in claim 6 and claim 6 has been cancelled. Thus, claims 5, 7, 31, and 32 should be in condition of allowance since they depend on claim 1. Claim 27 has been rewritten to include all of the limitations of allowable claim 29 and claim 29 has been cancelled. Thus, claims 28 and 30 should also be in condition for allowance since they depend on claim 27.

Further, claim 21 has been amended to also include the limitations presented in claim 6 so it should be in condition of allowance. Thus, claims 22-26 should also be allowable since they depend on allowable subject matter.

Accordingly, entry of this amendment, withdrawal of the rejections and allowance of the application are respectfully requested.

CONCLUSION

In view of the arguments above, Applicants respectfully submit that claims 1,5,7,21-28, and 30-32 are in condition for allowance. Applicant respectfully requests that a timely Notice of Allowance be issued in this case. The Examiner is invited to contact the undersigned attorney for the Applicant via telephone if such communication would expedite this application.

Respectfully submitted,



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